

## **Appendix D**

### **Oregon Performance Metrics**

The data in this appendix are taken from a letter from C. Jeffrey Tibbels, Attorney, Qwest, to Ms. Marlene H. Dortch, Secretary, Federal Communications Commission, WC Docket No. 03-11 (filed February 28, 2003) (Qwest February 28A Ex Parte Letter) Attach. 1 (Statewide Average Performance Summary, CO, NM, OR, SD, Aug 02-Jan 03). This table is provided as a reference tool for the convenience of the reader. No conclusions are to be drawn from the raw data contained in this table. Our analysis is based on the totality of the circumstances, such that we may use non-metric evidence, and may rely more heavily on some metrics more than others, in making our determination. The inclusion of these particular metrics in this table does not necessarily mean that we relied on all of these metrics nor that other metrics may not also be important in our analysis. Some metrics that we have relied on in the past and may rely on for a future application were not included here because there was no data provided for them (usually either because there was no activity, or because the metrics are still under development). Metrics with no retail analog provided are usually compared with a benchmark. Note that for some metrics during the period provided, there may be changes in the metric definition, or changes in the retail analog applied, making it difficult to compare the data over time.

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PERFORMANCE METRIC CATEGORIES

Metric	Number	Metric Name
<b>Billing</b>		
BI-1		Time to Provide Recorded Usage Records
BI-2		Invoices Delivered within 10 Days
BI-3		Billing Accuracy - Adjustments for Errors
BI-4		Billing Completeness
BI-5		Billing Accuracy & Claims Processing
<b>Collocation</b>		
CP-1		Collocation Completion Interval
CP-2		Collocations Completed within Scheduled Intervals
CP-3		Collocation Feasibility Study Interval
CP-4		Collocation Feasibility Study Commitments Met
<b>Directory Assistance</b>		
DA-1		Speed of Answer - Directory Assistance
<b>Database Updates</b>		
DB-1		Time to Update Databases
DB-2		Accurate Database Updates
<b>Electronic Gateway Availability</b>		
GA-1		Gateway Availability - IMA-GUI
GA-2		Gateway Availability - IMA-EDI
GA-3		Gateway Availability - EB-TA
GA-4		System Availability - EXACT
GA-6		Gateway Availability - GUI - Repair
GA-7		Timely Outage Resolution Following Software Releases
<b>Maintenance and Repair</b>		
MR-2		Calls Answered within 20 Seconds - Interconnect Repair Cir
MR-3		Out of Service Cleared within 24 Hours
MR-4		All Troubles Cleared within 48 Hours
MR-5		All Troubles Cleared within 4 Hours
MR-6		Mean Time to Restore
MR-7		Repair Repeat Report Rate
MR-8		Trouble Rate
MR-9		Repair Appointments Met
MR-10		Customer and Non-Customer Related Trouble Reports
MR-11		LNP Trouble Reports Cleared within 24 Hours

Metric	Number	Metric Name
<b>Network Performance</b>		
NI-1		Trunk Blocking
NP-1		NXX Code Activation
<b>Order Accuracy</b>		
OA-1		Order Accuracy, Default %
<b>Ordering and Provisioning</b>		
OP-2		Calls Answered within 20 Seconds - Interconnect Provisioning Center
OP-3		Installation Commitments Met
OP-4		Installation Interval
OP-5		New Service Installation Quality
OP-6A		Delayed Days for Non-Facility Reasons
OP-6B		Delayed Days for Facility Reasons
OP-7		Coordinated "Hot Cut" Interval - Unbundled Loop
OP-8		Number Portability Timeliness
OP-13		Coordinated Cuts - Unbundled Loop
OP-15A		Interval for Pending Orders Delayed
OP-15B		Number of Pending Orders Delayed for Facility Reasons
OP-17		Timeliness of Disconnects Associated with LNP Orders
<b>Operator Services</b>		
OS-1		Speed of Answer - Operator Services
<b>Pre-Order/Order</b>		
PO-1		Pre-Order/Order Response Times
PO-2		Electronic Flow-through
PO-3		LSR Rejection Notice Interval
PO-4		LSRs Rejected
PO-5		Firm Order Confirmations (FOCs) On Time
PO-6		Work Completion Notification Timeliness
PO-7		Billing Completion Notification Timeliness
PO-8		Jeopardy Notice Interval
PO-9		Timely Jeopardy Notices
PO-10		LSR Accountability
PO-15		Number of Due Date Changes per Order
PO-16		Timely Release Notifications
PO-19		Stand-Alone Test Environment (SATE) Accuracy
PO-20		Manual Service Order Accuracy

## Federal Communications Commission

FCC 03-81

## OREGON PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
BILLING													
BI-1		Time to Provide Recorded Usage Records											
BI-1A	UNEs and Resale Aggregate, Avg Days		1.93	5.39	1.8	5.01	1.78	5.12	1.76	4.8	1.72	4.88	
BI-1B	Jointly-provided Switched Access, %		100%		100%		100%		100%		99.98%		
BI-1C-1	[CAT11], UNEs and Resale Aggregate, Avg Days		1.85	5.39	1.74	5.01	1.7	5.12	1.72	4.8	1.65	4.88	
BI-1C-2	[CAT10], UNEs and Resale Aggregate, Avg Days		2.09	5.39	1.9	5.01	1.92	5.12	1.84	4.8	1.83	4.88	
BI-2		Invoices Delivered within 10 Days											
BI-2	within 10 Days, All, %		99.98%		100%		100%		99.98%		100%		
BI-3		Billing Accuracy - Adjustments for Errors											
BI-3A	UNEs and Resale Aggregate, %		95.30%	98.98%	86.08%	99.23%	65.49%	99.45%	88.52%	99.15%	84.66%	99.11%	
BI-3B	Reciprocal Compensation, %		100%		100%		100%		100%		100%		
BI-4		Billing Completeness											
BI-4A	UNEs and Resale Aggregate, %		99.37%	98.87%	99.47%	99.11%	99.56%	99.00%	99.38%	98.91%	98.16%	98.91%	
BI-4B	Reciprocal Compensation, %		100%		100%		100%		100%		100%		
BI-5		Billing Accuracy & Claims Processing											
BI-5A	Acknowledgment, All, %		99.70%		99.64%		99.60%		100%		99.36%		
BI-5B	Resolution, All, %		100%		100%		100%		100%		98.54%		
COLLOCATION													
CP-1		Collocation Completion Interval when Scheduled Interval is...											
CP-1A	90 Calendar Days or Less, All, Avg Days		63				80		76				abcde
CP-1B	91 to 120 Calendar Days, All, Avg Days						94		29		99.33		abcde
CP-1C	121 to 150 Calendar Days, All, Avg Days		136				62		133		113.67		abcde
CP-2		Collocations Completed within Scheduled Intervals											
CP-2B	Non-Forecasted & Late Forecasted , All, %		100%				100%		100%		100%		abcde
CP-2C	with Intervals Longer than 120 Days, All, %		100%		100%		100%		100%		100%		abcde
CP-3		Collocation Feasibility Study Interval											
CP-3	All, Avg Days		7.5		6.83		5.5		7		6.5		abcde
CP-4		Collocation Feasibility Study Commitments Met											
CP-4	All, %		100%		100%		100%		100%		100%		abcde
DIRECTORY ASSISTANCE													
DA-1		Speed of Answer - Directory Assistance											
DA-1	Avg Sec			8.68		8.66		8.45		8.01		8.24	abcde
DATABASE UPDATES													

## Federal Communications Commission

FCC 03-81

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			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
<b>DB-1</b>	<b>Time to Update Databases</b>												
DB-1A	E911, Hrs:Min		2:19		3:09		2:08		3:05		1:56		
DB-1B	LIDB, Avg Sec		1.27		1.75		1.46		1.47		1.42		
DB-1C-1	Directory Listing, Avg Sec		0.05		0.08		0.14		0.12		0.13		
<b>DB-2</b>	<b>Accurate Database Updates</b>												
DB-2C-1	Directory Listing, %		97.50%		97.64%		98.57%		98.80%		98.35%		
<b>ELECTRONIC GATEWAY AVAILABILITY</b>													
<b>GA-1</b>	<b>Gateway Availability - IMA-GUI</b>												
GA-1A	All, %		100%		99.33%		99.44%		99.67%		96.69%		
GA-1B	Fetch-n-Stuff, %		100%		100%		100%		100%				e
GA-1C	Data Arbiter, %		100%		100%		100%		100%				e
GA-1D	SIA, %		99.95%		100%		100%		100%		100%		
<b>GA-2</b>	<b>Gateway Availability - IMA-EDI</b>												
GA-2	All, %		99.80%		99.56%		99.39%		99.69%		96.69%		
<b>GA-3</b>	<b>Gateway Availability - EB-TA</b>												
GA-3	All, %		99.94%		100%		100%		100%		99.86%		
<b>GA-4</b>	<b>System Availability - EXACT</b>												
GA-4	All, %		100%		100%		100%		100%		100%		
<b>GA-6</b>	<b>Gateway Availability - GUI - Repair</b>												
GA-6	All, %		100%		100%		100%		100%		97.82%		
<b>GA-7</b>	<b>Timely Outage Resolution Following Software Releases</b>												
GA-7	All, %												a b c d e
<b>MAINTENANCE AND REPAIR</b>													
<b>MR-2</b>	<b>Calls Answered within Twenty Seconds - Interconnect Repair Center</b>												
MR-2	All, %		85.75%	86.24%	92.98%	92.32%	92.43%	90.44%	89.25%	87.11%	88.46%	83.51%	
<b>MR-3</b>	<b>Out of Service Cleared within 24 Hours</b>												
MR-3	Basic Rate ISDN, %	ND		100%		100%		100%	100%	100%	100%	100%	a b c d e
MR-3	Basic Rate ISDN, %	D		93.94%		100%	100%	100%		100%		100%	a b c d e
MR-3	Business, %	ND	81.82%	98.67%	100%	99.48%	100%	97.78%	100%	99.03%	93.75%	96.71%	b c d
MR-3	Business, %	D	83.33%	88.39%	94.44%	92.63%	94.44%	88.04%	97.73%	90.51%	94.59%	89.55%	
MR-3	Centrex 21, %	ND		100%		100%		100%		94.12%		100%	a b c d e
MR-3	Centrex 21, %	D		87.64%		92.55%		93.67%		87.95%	100%	87.39%	a b c d e
MR-3	Centrex, %	D		83.33%	100%	91.89%		88.10%	42.86%	87.88%	100%	86.49%	a b c d e

## Federal Communications Commission

FCC 03-81

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			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
MR-3	Centrex, %	ND		100%	100%	100%	100%	100%		100%	100%	94.44%	a b c d e
MR-3	Line Sharing, %	ND	70.00%	97.41%	77.78%	99.04%	100%	96.53%	92.31%	97.93%	100%	95.21%	a b c e
MR-3	Line Sharing, %	D	75.00%	87.53%	62.50%	91.54%	100%	84.74%	100%	86.03%	75.00%	84.71%	a b c d e
MR-3	PBX, %	ND	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	a b c d e
MR-3	PBX, %	D		91.67%	66.67%	87.50%	100%	97.67%	100%	94.12%		89.29%	a b c d e
MR-3	Qwest DSL, %			83.70%		94.23%	100%	91.14%		93.60%		88.16%	a b c d e
MR-3	Residence, %	ND	100%	97.26%	100%	98.97%	100%	96.38%	75.00%	97.82%	100%	95.00%	b c d e
MR-3	Residence, %	D	90.63%	87.42%	94.92%	91.38%	96.67%	84.30%	90.28%	85.47%	95.59%	84.11%	
MR-3	UBL - 2-wire, %		88.89%	97.14%	100%	100%	100%	100%	100%	100%	100%	100%	a
MR-3	UBL - ADSL Qualified, %		100%	83.70%	100%	94.23%	100%	91.14%	100%	93.60%	100%	88.16%	a b c e
MR-3	UBL - Analog, %		100%	89.36%	100%	92.96%	100%	86.57%	100%	87.63%	100%	86.13%	
MR-3	UBL - ISDN Capable, %		100%	97.14%	100%	100%	92.31%	100%	100%	100%	100%	100%	d
MR-3	UNE-P, POTS, %	ND	100%	97.41%	100%	99.04%	100%	96.53%	100%	97.93%	100%	95.21%	
MR-3	UNE-P, POTS, %	D	91.67%	87.53%	98.41%	91.54%	89.39%	84.74%	98.53%	86.03%	98.67%	84.71%	
MR-3	UNE-P, Centrex, %	ND	100%	100%	100%	100%	100%	100%	100%	100%	93.33%	94.44%	b
MR-3	UNE-P, Centrex, %	D	90.63%	83.33%	97.87%	91.89%	96.67%	88.10%	96.00%	87.88%	97.73%	86.49%	
MR-3	UNE-P, Centrex 21, %	ND	100%	100%	100%	100%	100%	100%	100%	94.12%		100%	a b c d e
MR-3	UNE-P, Centrex 21, %	D	66.67%	87.64%	100%	92.55%	100%	93.67%	100%	87.95%	100%	87.39%	a b c d e
MR-4	All Troubles Cleared within 48 Hours												
MR-4	Basic Rate ISDN, %	ND		100%		100%		100%	100%	100%	100%	100%	a b c d e
MR-4	Basic Rate ISDN, %	D		100%		100%	100%	100%		100%		100%	a b c d e
MR-4	Business, %	ND	100%	99.73%	100%	100%	100%	99.40%	100%	99.63%	100%	99.36%	
MR-4	Business, %	D	100%	97.44%	97.83%	97.38%	97.83%	98.32%	100%	98.08%	100%	96.81%	
MR-4	Centrex 21, %	ND	100%	100%		100%	100%	100%	100%	97.50%		100%	a b c d e
MR-4	Centrex 21, %	D		95.65%		98.20%		97.96%		98.08%	100%	95.89%	a b c d e
MR-4	Centrex, %	ND		100%	100%	96.43%	100%	100%	100%	100%	100%	96.77%	a b c d e
MR-4	Centrex, %	D		92.11%	100%	95.92%		92.45%	100%	97.44%	100%	95.12%	a b c e
MR-4	Line Sharing, %	ND	90.00%	99.41%	100%	99.84%	100%	99.65%	100%	99.41%	100%	99.51%	a b c e
MR-4	Line Sharing, %	D	100%	97.88%	87.50%	98.32%	100%	97.42%	100%	97.01%	75.00%	96.78%	a b c d e
MR-4	PBX, %	ND	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	a b c d e
MR-4	PBX, %	D		96.43%	66.67%	89.47%	100%	97.73%	100%	97.30%		100%	a b c d e
MR-4	Qwest DSL, %			93.38%		98.09%	100%	95.38%		98.26%		93.51%	a b c d e

## Federal Communications Commission

FCC 03-81

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Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
MR-4	Residence, %	D	94.52%	97.93%	98.55%	98.44%	98.61%	97.32%	96.70%	96.89%	98.88%	96.78%	
MR-4	Residence, %	ND	100%	99.36%	100%	99.81%	100%	99.69%	94.12%	99.39%	100%	99.54%	
MR-4	UBL - 2-wire, %		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	a
MR-4	UBL - ADSL Qualified, %		100%	93.38%	100%	98.09%	100%	95.38%	100%	98.26%	100%	93.51%	a b c e
MR-4	UBL - Analog, %		100%	98.28%	100%	98.73%	100%	97.92%	100%	97.47%	100%	97.29%	
MR-4	UBL - ISDN Capable, %		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	d
MR-4	UNE-P, POTS, %	ND	100%	99.41%	98.36%	99.84%	100%	99.65%	100%	99.41%	100%	99.51%	
MR-4	UNE-P, POTS, %	D	97.53%	97.88%	100%	98.32%	100%	97.42%	98.89%	97.01%	98.97%	96.78%	
MR-4	UNE-P, Centrex, %	ND	100%	100%	100%	96.43%	100%	100%	100%	100%	100%	96.77%	
MR-4	UNE-P, Centrex, %	D	100%	92.11%	96.43%	95.92%	95.00%	92.45%	100%	97.44%	100%	95.12%	
MR-4	UNE-P, Centrex 21, %	ND	100%	100%	100%	100%	100%	100%	100%	97.50%		100%	a b c d e
MR-4	UNE-P, Centrex 21, %	D	100%	95.65%	100%	98.20%	100%	97.96%	100%	98.08%	100%	95.89%	a b c d e
<b>MR-5 All Troubles Cleared within 4 Hours</b>													
MR-5	DS0, %		100%	84.72%	83.33%	80.94%	80.00%	87.40%	33.33%	85.29%	100%	83.49%	a b c d e
MR-5	DS1, %		88.89%	77.02%	88.89%	86.64%	72.73%	81.31%	100%	77.27%	100%	84.59%	a b d e
MR-5	DS3, %			75.00%		80.00%		72.73%		100%		88.89%	a b c d e
MR-5	E911, %				100%	100%	100%		100%		100%		a b c d e
MR-5	EELs, %		57.14%		85.71%		66.67%		75.00%		90.00%		a b c d e
MR-5	Frame Relay, %			90.74%		86.17%		85.71%		82.42%		88.24%	a b c d e
MR-5	ISDN Primary, %		100%	92.31%	100%	100%	100%	92.31%	0%	100%	100%	93.75%	a b c d e
MR-5	LIS Trunk, %		100%	90.91%	66.67%	87.50%	90.91%	66.67%	100%	100%	100%	100%	b d e
MR-5	UBL - 4-wire, %			77.02%		86.64%		81.31%		77.27%		84.59%	a b c d e
MR-5	UBL - DS1 Capable, %		75.61%	77.02%	76.47%	86.64%	81.48%	81.31%	70.83%	77.27%	65.12%	84.59%	
MR-5	UBL - DS3 Capable, %			75.00%		80.00%		72.73%		100%		88.89%	a b c d e
MR-5	UDIT Above DS1 Level, %			75.00%		80.00%	100%	72.73%		100%		88.89%	a b c d e
MR-5	UDIT DS1, %		100%	77.02%	100%	86.64%		81.31%		77.27%	100%	84.59%	a b c d e
<b>MR-6 Mean Time to Restore</b>													
MR-6	Basic Rate ISDN, Hrs:Min	ND		1:35		1:15		1:29	2:53	1:17	3:15	1:32	a b c d e
MR-6	Basic Rate ISDN, Hrs:Min	D		7:50		5:46	0:58	3:34		4:49		7:10	a b c d e
MR-6	Business, Hrs:Min	ND	3:19	3:56	1:18	3:21	1:48	3:49	3:12	2:48	3:32	4:29	
MR-6	Business, Hrs:Min	D	11:09	12:38	11:03	11:46	10:23	12:55	7:14	11:44	8:25	13:58	
MR-6	Centrex 21, Hrs:Min	ND	2:09	4:23		2:33	2:58	4:12	2:29	3:38		2:16	a b c d e

## Federal Communications Commission

FCC 03-81

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			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
MR-6	Centrex 21, Hrs:Min	D		14:32		10:31		9:24		10:28	6:02	13:03	abcde
MR-6	Centrex, Hrs:Min	ND		4:01	5:28	5:56	1:13	4:11	0:02	2:59	12:58	6:37	abcde
MR-6	Centrex, Hrs:Min	D		13:59	12:12	12:26		13:34	17:51	12:24	3:19	13:01	abce
MR-6	Dark Fiber - Loop, Hrs:Min								0:02				abcde
MR-6	DS0, Hrs:Min		1:36	2:41	1:48	3:06	2:29	2:22	4:10	2:10	0:56	2:20	abcde
MR-6	DS1, Hrs:Min		3:03	3:13	1:45	2:13	7:48	2:41	1:21	2:58	0:55	2:32	abde
MR-6	DS3, Hrs:Min			4:17		1:59		3:02		1:00		1:48	abcde
MR-6	E911, Hrs:Min				1:29	0:01	0:05		3:15		1:40		abcde
MR-6	EELs, Hrs:Min		4:48		2:38		3:25		5:02		2:37		abcde
MR-6	Frame Relay, Hrs:Min			2:26		2:11		2:40		2:28		2:03	abcde
MR-6	ISDN Primary, Hrs:Min		0:54	2:18	0:50	0:39	1:15	1:36	4:17	1:08	0:42	1:08	abcde
MR-6	Line Sharing, Hrs:Min	ND	1:09	6:15	8:22	4:55	2:12	4:57	7:09	5:08	2:22	6:40	abce
MR-6	Line Sharing, Hrs:Min	D	14:12	15:34	22:38	15:16	10:57	16:15	8:53	16:16	21:31	17:25	abcde
MR-6	LIS Trunk, Hrs:Min		1:41	1:37	6:46	1:22	1:38	3:47	1:12	0:51	1:15	1:16	bde
MR-6	PBX, Hrs:Min	ND	1:27	2:00	0:40	1:37	2:53	1:58	1:13	0:59	1:05	2:51	abcde
MR-6	PBX, Hrs:Min	D		9:52	23:48	22:11	2:45	6:35	14:54	8:11		8:00	abcde
MR-6	Qwest DSL, Hrs:Min			13:29		6:03	0:17	10:11		6:12		11:20	abcde
MR-6	Residence, Hrs:Min	ND	4:46	6:36	4:09	5:11	3:18	5:07	5:53	5:26	5:19	6:58	
MR-6	Residence, Hrs:Min	D	14:08	15:57	13:34	15:44	11:13	16:38	13:40	16:46	12:00	17:49	
MR-6	UBL - 2-wire, Hrs:Min		4:19	4:32	3:07	3:08	3:06	2:13	1:44	2:35	2:31	3:06	a
MR-6	UBL - 4-wire, Hrs:Min			3:13		2:13		2:41		2:58		2:32	abcde
MR-6	UBL - ADSL Qualified, Hrs:Min		2:14	13:29	3:18	6:03	2:49	10:11	4:08	6:12	3:00	11:20	abce
MR-6	UBL - DS1 Capable, Hrs:Min		2:59	3:13	2:57	2:13	2:33	2:41	3:30	2:58	3:41	2:32	
MR-6	UBL - DS3 Capable, Hrs:Min			4:17		1:59		3:02		1:00		1:48	abcde
MR-6	UBL Analog, Hrs:Min		2:52	13:07	2:49	12:28	3:20	13:43	3:48	14:08	3:28	15:24	
MR-6	UBL ISDN Capable, Hrs:Min		3:00	4:32	3:21	3:08	3:41	2:13	2:21	2:35	2:02	3:06	d
MR-6	UDIT Above DS1 Level, Hrs:Min			4:17		1:59	1:00	3:02		1:00		1:48	abcde
MR-6	UDIT DS1, Hrs:Min		1:20	3:13	0:26	2:13		2:41		2:58	0:04	2:32	abcde
MR-6	UNE-P, POTS, Hrs:Min	ND	2:50	6:15	3:29	4:55	2:33	4:57	1:31	5:08	3:08	6:40	
MR-6	UNE-P, POTS, Hrs:Min	D	10:41	15:34	8:39	15:16	9:48	16:15	8:26	16:16	10:30	17:25	
MR-6	UNE-P, Centrex, Hrs:Min	ND	2:23	4:01	2:14	5:56	3:10	4:11	1:37	2:59	4:09	6:37	
MR-6	UNE-P, Centrex, Hrs:Min	D	13:02	13:59	10:51	12:26	10:56	13:34	7:54	12:24	7:04	13:01	

## Federal Communications Commission

FCC 03-81

## OREGON PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
MR-6	UNE-P, Centrex 21, Hrs:Min	ND	8:29	4:23	0:58	2:33	7:07	4:12	2:02	3:38		2:16	a b c d e
MR-6	UNE-P, Centrex 21, Hrs:Min	D	15:06	14:32	9:06	10:31	10:41	9:24	3:00	10:28	8:35	13:03	a b c d e
MR-7	<b>Repair Repeat Report Rate</b>												
MR-7	Basic Rate ISDN, %	ND		32.43%		22.86%		16.07%	0%	21.31%	100%	14.04%	a b c d e
MR-7	Basic Rate ISDN, %	D		18.18%		16.00%	0%	22.58%		8.33%		4.55%	a b c d e
MR-7	Business, %	D	14.29%	13.05%	21.28%	12.86%	14.89%	8.76%	18.75%	10.30%	18.52%	11.69%	
MR-7	Business, %	ND	15.15%	8.33%	11.43%	10.18%	17.95%	9.64%	4.55%	10.11%	5.45%	8.25%	
MR-7	Centrex 21, %	ND	0%	14.49%		18.60%	0%	9.80%	0%	5.00%		21.74%	a b c d e
MR-7	Centrex 21, %	D		10.08%		10.43%		12.75%		10.38%	0%	13.91%	a b c d e
MR-7	Centrex, %	ND		9.68%	0%	7.14%	0%	19.44%	0%	8.82%	50.00%	9.68%	a b c d e
MR-7	Centrex, %	D		7.50%	0%	6.00%		7.41%	7.69%	7.50%	0%	15.91%	a b c e
MR-7	Dark Fiber - Loop, %								0%				a b c d e
MR-7	DS0, %		0%	19.44%	33.33%	16.39%	40.00%	16.16%	0%	12.35%	0%	12.38%	a b c d e
MR-7	DS1, %		11.11%	24.54%	11.11%	24.19%	18.18%	15.73%	28.57%	9.09%	0%	15.12%	a b d e
MR-7	DS3, %			0%		20.00%		18.18%		0%		11.11%	a b c d e
MR-7	E911, %				0%	0%	0%		0%		0%		a b c d e
MR-7	EELs, %		42.86%		14.29%		33.33%		0%		20.00%		a b c d e
MR-7	Frame Relay, %			12.96%		19.15%		18.37%		8.79%		9.41%	a b c d e
MR-7	ISDN Primary, %		0%	0%	16.67%	11.11%	0%	0%	0%	0%	0%	25.00%	a b c d e
MR-7	Line Sharing, %	ND	30.00%	31.00%	30.00%	31.85%	16.67%	15.38%	30.77%	21.13%	57.14%	5.93%	a b c e
MR-7	Line Sharing, %	D	25.00%	34.72%	37.50%	36.36%	0%	27.54%	60.00%	16.67%	42.86%	16.67%	a b c d e
MR-7	LIS Trunk, %		23.53%	27.27%	0%	37.50%	9.09%	0%	0%	33.33%	25.00%	0%	b d e
MR-7	PBX, %	D		17.86%	0%	0%	50.00%	2.27%	0%	10.81%		6.67%	a b c d e
MR-7	PBX, %	ND	16.67%	11.32%	0%	17.02%	0%	6.25%	0%	10.71%	28.57%	8.33%	a b c d e
MR-7	Qwest DSL, %			31.99%		32.48%	0%	18.91%		20.35%		8.44%	a b c d e
MR-7	Residence, %	ND	37.04%	11.31%	7.69%	12.27%	15.79%	10.86%	11.76%	10.98%	8.33%	9.44%	
MR-7	Residence, %	D	12.16%	12.72%	12.86%	11.92%	6.85%	9.83%	13.04%	11.96%	14.29%	11.50%	
MR-7	UBL - 2-wire, %		0%	25.71%	16.67%	20.00%	0%	18.39%	0%	16.49%	16.00%	11.39%	a
MR-7	UBL - 4-wire, %			24.54%		24.19%		15.73%		9.09%		15.12%	a b c d e
MR-7	UBL - ADSL Qualified, %		12.50%	31.99%	11.11%	32.48%	0%	18.91%	18.18%	20.35%	0%	8.44%	a b c e
MR-7	UBL - DS1 Capable, %		21.95%	24.54%	32.35%	24.19%	3.70%	15.73%	6.25%	9.09%	9.30%	15.12%	
MR-7	UBL - DS3 Capable, %			0%		20.00%		18.18%		0%		11.11%	a b c d e



## Federal Communications Commission

FCC 03-81

## OREGON PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
MR-7	UBL - Analog, %		9.42%	12.29%	11.59%	12.01%	7.80%	9.93%	6.42%	11.62%	10.31%	11.11%	
MR-7	UBL - ISDN Capable, %		22.73%	25.71%	28.57%	20.00%	15.38%	18.39%	10.00%	16.49%	16.67%	11.39%	d
MR-7	UDIT Above DS1 Level, %			0%		20.00%	0%	18.18%		0%		11.11%	a b c d e
MR-7	UDIT DS1, %		0%	24.54%	0%	24.19%		15.73%		9.09%	0%	15.12%	a b c d e
MR-7	UNE-P, POTS, %	ND	14.86%	10.92%	19.67%	11.96%	18.03%	10.71%	17.54%	10.88%	13.33%	9.29%	
MR-7	UNE-P, POTS, %	D	12.35%	12.76%	11.11%	12.03%	13.98%	9.72%	12.77%	11.80%	11.88%	11.52%	
MR-7	UNE-P, Centrex, %	D	11.36%	7.50%	23.73%	6.00%	11.90%	7.41%	19.05%	7.50%	16.13%	15.91%	
MR-7	UNE-P, Centrex, %	ND	13.73%	9.68%	16.67%	7.14%	21.88%	19.44%	5.00%	8.82%	6.67%	9.68%	
MR-7	UNE-P, Centrex 21, %	ND	66.67%	14.49%	0%	18.60%	33.33%	9.80%	0%	5.00%		21.74%	a b c d e
MR-7	UNE-P, Centrex 21, %	D	20.00%	10.08%	40.00%	10.43%	0%	12.75%	0%	10.38%	0%	13.91%	a b c d e
MR-7*	Basic Rate ISDN, %	ND		54.55%		20.00%		15.38%	0%	20.83%			a b c d e
MR-7*	Basic Rate ISDN, %	D		19.23%		17.65%		29.17%		10.34%			a b c d e
MR-7*	Business, %	ND	14.29%	7.62%	5.26%	12.22%	18.52%	10.29%	6.67%	9.15%			e
MR-7*	Business, %	D	13.51%	13.25%	22.22%	12.51%	14.63%	8.65%	17.78%	10.00%			e
MR-7*	Centrex 21, %	ND	0%	15.63%		23.81%	0%	13.33%		0%			a b c d e
MR-7*	Centrex 21, %	D		10.10%		10.00%		11.25%		10.99%			a b c d e
MR-7*	Centrex, %	ND		7.14%	0%	15.38%	0%	16.67%		10.00%			a b c d e
MR-7*	Centrex, %	D		8.57%	0%	4.65%		2.78%	20.00%	9.38%			a b c d e
MR-7*	DS0, %		0%	19.35%	33.33%	16.43%	44.44%	15.38%	0%	10.53%			a b c d e
MR-7*	DS1, %		11.11%	26.29%	0%	28.30%	0%	18.36%	25.00%	11.27%			a b c d e
MR-7*	DS3, %			0%		25.00%		33.33%		0%			a b c d e
MR-7*	E911, %				0%	0%	0%		0%				a b c d e
MR-7*	EELs, %		50.00%		25.00%		25.00%		0%				a b c d e
MR-7*	Frame Relay, %			13.85%		19.64%		14.29%		11.76%			a b c d e
MR-7*	ISDN Primary, %		0%	0%	25.00%	20.00%	0%	0%		0%			a b c d e
MR-7*	Line Sharing, %	ND		34.78%	50.00%	32.20%	33.33%	20.39%	16.67%	26.32%			a b c d e
MR-7*	Line Sharing, %	D		38.89%	25.00%	41.67%	0%	34.21%	60.00%	7.69%			a b c d e
MR-7*	LIS Trunk, %		23.08%	28.57%	0%	33.33%	16.67%	0%	0%	0%			b c d e
MR-7*	PBX, %	ND	0%	10.71%	0%	14.29%	0%	3.45%	0%	0%			a b c d e
MR-7*	PBX, %	D		17.39%	0%	0%	50.00%	2.70%		8.00%			a b c d e
MR-7*	Qwest DSL, %			35.94%		33.80%		24.11%		23.60%			a b c d e
MR-7*	Residence, %	ND	40.00%	12.28%	0%	15.18%	0%	10.69%	0%	11.76%			c d e

## Federal Communications Commission

FCC 03-81

## OREGON PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
MR-7*	Residence, %	D	12.12%	12.63%	12.90%	11.72%	5.71%	9.65%	14.12%	11.68%			e
MR-7*	UBL - 2-wire, %		0%	29.73%	22.22%	18.52%	0%	22.00%	0%	15.09%			a b e
MR-7*	UBL - 4-wire, %			26.29%		28.30%		18.36%		11.27%			a b c d e
MR-7*	UBL - ADSL Qualified, %		20.00%	35.94%	14.29%	33.80%	0%	24.11%	18.18%	23.60%			a b c e
MR-7*	UBL - DS1 Capable, %		18.18%	26.29%	36.00%	28.30%	4.76%	18.36%	4.88%	11.27%			e
MR-7*	UBL - DS3 Capable, %			0%		25.00%		33.33%		0%			a b c d e
MR-7*	UBL - Analog, %		9.03%	12.53%	12.90%	12.18%	7.87%	9.66%	6.42%	11.51%			e
MR-7*	UBL - ISDN Capable, %		14.29%	29.73%	21.43%	18.52%	20.00%	22.00%	11.11%	15.09%			c d e
MR-7*	UDIT Above DS1 Level, %			0%		25.00%	0%	33.33%		0%			a b c d e
MR-7*	UDIT DS1, %		0%	26.29%	0%	28.30%		18.36%		11.27%			a b c d e
MR-7*	UNE-P, POTS, %	ND	11.90%	11.45%	18.92%	14.63%	18.75%	10.62%	16.67%	11.36%			e
MR-7*	UNE-P, POTS, %	D	12.16%	12.70%	12.68%	11.81%	15.00%	9.55%	11.11%	11.52%			e
MR-7*	UNE-P, Centrex, %	ND	10.00%	7.14%	11.11%	15.38%	25.00%	16.67%	4.76%	10.00%			e
MR-7*	UNE-P, Centrex, %	D	13.16%	8.57%	23.08%	4.65%	13.51%	2.78%	20.34%	9.38%			e
MR-7*	UNE-P, Centrex 21, %	ND	100%	15.63%	0%	23.81%	33.33%	13.33%	0%	0%			a b c d e
MR-7*	UNE-P, Centrex 21, %	D	20.00%	10.10%	50.00%	10.00%	0%	11.25%	0%	10.99%			a b c d e
MR-8	Trouble Rate												
MR-8	Basic Rate ISDN, %		0%	0.77%	0%	0.67%	1.01%	0.99%	0.98%	1.10%	1.30%	0.89%	
MR-8	Business, %		0.90%	0.64%	0.90%	0.71%	0.88%	0.64%	0.67%	0.63%	0.99%	0.73%	
MR-8	Centrex 21, %		1.04%	0.56%	0%	0.47%	0.45%	0.46%	0.43%	0.44%	0.40%	0.66%	
MR-8	Centrex, %		0%	0.25%	0.77%	0.28%	0.17%	0.34%	2.47%	0.32%	0.71%	0.34%	
MR-8	Dark Fiber - IOF, %		0%		0%		0%		0%		0%		
MR-8	Dark Fiber - Loop, %		0%		0%		0%		9.09%		0%		a b
MR-8	DS0, %		0.83%	0.54%	0.62%	0.44%	1.03%	0.53%	0.31%	0.50%	0.41%	0.46%	
MR-8	DS1, %		5.66%	1.44%	5.29%	1.03%	6.55%	1.25%	4.00%	1.14%	1.11%	1.28%	
MR-8	DS3, %			0.24%	0%	0.87%		0.64%		0.23%		0.51%	a b c d e
MR-8	E911, %		0%	0%	0.79%	0.28%	0.39%	0%	0.39%	0%	0.39%	0%	
MR-8	EELs, %		1.55%		1.49%		1.86%		0.81%		1.97%		
MR-8	Frame Relay, %		0%	1.11%	0%	0.98%	0%	1.01%	0%	0.95%	0%	0.89%	a b c d e
MR-8	ISDN Primary, %		0.55%	0.02%	1.10%	0.01%	0.69%	0.02%	0.16%	0.01%	0.47%	0.03%	
MR-8	Line Sharing, %		1.07%	0.99%	1.32%	1.04%	0.55%	1.06%	1.19%	1.13%	0.86%	1.21%	
MR-8	LIS Trunk, %		0.02%	0.01%	0%	0.01%	0.01%	0%	0.01%	0%	0%	0.01%	

## Federal Communications Commission

FCC 03-81

## OREGON PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
MR-8	PBX, %		0.24%	0.16%	0.23%	0.13%	0.39%	0.17%	0.20%	0.12%	0.27%	0.15%	
MR-8	Qwest DSL, %		0%	2.12%	0%	1.26%	7.69%	1.96%	0%	1.45%	0%	1.34%	
MR-8	Residence, %		1.20%	1.07%	1.11%	1.11%	1.05%	1.15%	1.23%	1.24%	1.29%	1.32%	
MR-8	UBL - 2-wire, %		0.26%	0.77%	0.34%	0.67%	0.57%	0.99%	0.45%	1.10%	0.69%	0.89%	
MR-8	UBL - 4-wire, %		0%	1.44%	0%	1.03%	0%	1.25%	0%	1.14%	0%	1.28%	a b c d e
MR-8	UBL - ADSL Qualified, %		0.76%	2.12%	0.88%	1.26%	0.89%	1.96%	1.11%	1.45%	0.31%	1.34%	
MR-8	UBL - DS1 Capable, %		2.00%	1.44%	1.63%	1.03%	1.27%	1.25%	2.19%	1.14%	1.93%	1.28%	
MR-8	UBL - DS3 Capable, %			0.24%		0.87%		0.64%		0.23%		0.51%	a b c d e
MR-8	UBL - Analog, %		0.43%	0.99%	0.31%	1.04%	0.46%	1.06%	0.48%	1.13%	0.56%	1.21%	
MR-8	UBL - ISDN Capable, %		1.52%	0.77%	1.47%	0.67%	0.91%	0.99%	0.70%	1.10%	1.27%	0.89%	
MR-8	UDIT Above DS1 Level, %		0%	0.24%	0%	0.87%	3.13%	0.64%	0%	0.23%	0%	0.51%	
MR-8	UDIT DS1, %		1.10%	1.44%	0.55%	1.03%	0%	1.25%	0%	1.14%	0.59%	1.28%	
MR-8	UNE-P, POTS, %		0.81%	0.99%	0.73%	1.04%	0.77%	1.06%	0.76%	1.13%	0.80%	1.21%	
MR-8	UNE-P, Centrex, %		1.21%	0.25%	0.64%	0.28%	0.45%	0.34%	0.64%	0.32%	0.58%	0.34%	
MR-8	UNE-P, Centrex 21, %		0.95%	0.56%	0.94%	0.47%	0.60%	0.46%	0.47%	0.44%	0.11%	0.66%	
MR-8*	Basic Rate ISDN, %		0%	0.41%	0%	0.30%	0%	0.57%	0.98%	0.60%			e
MR-8*	Business, %		0.70%	0.50%	0.60%	0.54%	0.70%	0.51%	0.58%	0.52%			e
MR-8*	Centrex 21, %		1.04%	0.39%	0%	0.33%	0.45%	0.33%	0%	0.32%			e
MR-8*	Centrex, %		0%	0.17%	0.61%	0.20%	0.17%	0.23%	0.88%	0.22%			e
MR-8*	Dark Fiber - IOF, %		0%		0%		0%		0%				e
MR-8*	Dark Fiber - Loop, %		0%		0%		0%		0%				a b e
MR-8*	DS0, %		0.52%	0.37%	0.62%	0.31%	0.93%	0.32%	0.21%	0.34%			e
MR-8*	DS1, %		5.66%	0.94%	2.35%	0.59%	3.57%	0.77%	2.29%	0.79%			e
MR-8*	DS3, %			0.18%	0%	0.46%		0.35%		0.17%			a b c d e
MR-8*	E911, %		0%	0%	0.39%	0.28%	0.39%	0%	0.39%	0%			e
MR-8*	EELs, %		0.88%		0.85%		1.65%		0.61%				e
MR-8*	Frame Relay, %		0%	0.67%	0%	0.58%	0%	0.65%	0%	0.53%			a b c d e
MR-8*	ISDN Primary, %		0.37%	0.01%	0.73%	0.01%	0.34%	0%	0%	0.01%			e
MR-8*	Line Sharing, %		0%	0.78%	0.59%	0.80%	0.35%	0.85%	0.73%	0.94%			e
MR-8*	LIS Trunk, %		0.01%	0.01%	0%	0.01%	0.01%	0%	0.01%	0%			e
MR-8*	PBX, %		0.16%	0.10%	0.16%	0.06%	0.31%	0.12%	0.08%	0.06%			e
MR-8*	Qwest DSL, %		0%	1.00%	0%	0.57%	0%	1.16%	0%	0.75%			e

Federal Communications Commission  
OREGON PERFORMANCE METRIC DATA

Metric	Metric Description	DR	SEP 2002	OCT 2002	NOV 2002	DEC 2002	JAN 2003	Notes
MR-8*	Residence, %		0.96%	0.84%	0.87%	0.86%	0.87%	e
MR-8*	UBL - 2-wire, %		0.21%	0.41%	0.26%	0.30%	0.45%	e
MR-8*	UBL - 4-wire, %		0%	0.94%	0%	0.59%	0%	abcde
MR-8*	UBL - ADSL Qualified, %		0.47%	1.00%	0.68%	0.57%	1.16%	e
MR-8*	UBL - DSL Capable, %		1.61%	0.94%	1.20%	0.59%	0.99%	e
MR-8*	UBL - DS3 Capable, %		0.18%	0.46%	0.46%	0.35%	0.17%	abcde
MR-8*	UBL - Analog, %		0.32%	0.78%	0.28%	0.80%	0.40%	e
MR-8*	UBL - ISDN Capable, %		0.97%	0.41%	0.98%	0.30%	0.70%	e
MR-8*	UDIT Above DSL Level, %		0%	0.18%	0%	0.46%	2.08%	e
MR-8*	UDIT DSL, %		1.10%	0.94%	0.55%	0.59%	0%	e
MR-8*	UNE-P, POTS, %		0.61%	0.78%	0.56%	0.80%	0.56%	e
MR-8*	UNE-P, Centex, %		0.87%	0.17%	0.47%	0.20%	0.33%	e
MR-8*	UNE-P, Centex 21, %		0.83%	0.39%	0.59%	0.33%	0.48%	e
MR-9	Repair Appointments Met							
MR-9	Basic Rate ISDN, %	ND					100%	abcde
MR-9	Basic Rate ISDN, %	D						abcde
MR-9	Business, %	ND	96.97%	98.39%	100%	98.89%	97.44%	
MR-9	Business, %	D	90.48%	86.74%	89.36%	87.54%	89.36%	
MR-9	Centex 21, %	ND	100%	97.10%	100%	100%	98.04%	abcde
MR-9	Centex 21, %	D		73.95%	80.87%		83.33%	abcde
MR-9	Centex, %	ND		96.55%	100%	92.86%	100%	abcde
MR-9	Centex, %	D		57.89%	50.00%	68.00%		abcce
MR-9	PBX, %	ND	100%	100%	100%	94.44%	100%	abcde
MR-9	PBX, %	D		76.92%	100%	85.71%	100%	abcde
MR-9	Residence, %	ND	100%	98.48%	100%	99.39%	100%	
MR-9	Residence, %	D	98.65%	93.80%	97.14%	94.05%	98.63%	
MR-9	UNE-P, POTS, %	ND	94.59%	98.47%	96.72%	99.32%	98.36%	
MR-9	UNE-P, POTS, %	D	87.65%	92.99%	88.89%	93.29%	88.17%	
<b>Customer and Non-Qwest Related Trouble Reports</b>								
MR-10	Basic Rate ISDN, %		30.69%	33.33%	50.00%	25.64%	0%	abcde
MR-10	Business, %		36.44%	35.90%	29.31%	36.97%	28.33%	
MR-10	Centex 21, %		29.06%	36.29%	0%	30.14%	0%	abcde

## Federal Communications Commission

FCC 03-81

## OREGON PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
MR-10	Centrex, %		100%	33.02%	28.57%	32.76%	0%	35.71%	6.67%	29.52%	0%	32.43%	a b c e
MR-10	DS0, %		0%	31.56%	0%	23.53%	0%	27.29%	40.00%	30.75%	33.33%	33.96%	a b c d e
MR-10	DS1, %		10.00%	22.47%	0%	20.40%	8.33%	21.45%	22.22%	24.14%	33.33%	22.52%	a b d e
MR-10	DS3, %			50.00%		16.67%		15.38%		33.33%		35.71%	a b c d e
MR-10	E911, %			100%	0%	0%	0%		50.00%		0%		a b c d e
MR-10	Frame Relay, %			23.40%		15.32%		25.19%		29.46%		27.97%	a b c d e
MR-10	ISDN Primary, %		0%	7.14%	33.33%	35.71%	20.00%	23.53%	0%	46.15%	40.00%	23.81%	a b c d e
MR-10	LIS Trunk, %		22.73%	31.25%	0%	20.00%	38.89%	57.14%	43.75%	62.50%	60.00%	50.00%	b e
MR-10	PBX, %		14.29%	27.68%	33.33%	42.61%	9.09%	29.77%	44.44%	35.00%	22.22%	21.21%	a b d e
MR-10	Qwest DSL, %			47.99%		55.14%	0%	52.96%		57.00%		66.30%	a b c d e
MR-10	Residence, %		29.37%	35.62%	37.25%	38.89%	34.75%	39.58%	35.50%	40.07%	33.53%	39.63%	
MR-10	UBL - 2-wire, %		40.00%	30.69%	33.33%	33.33%	25.93%	25.64%	27.27%	24.22%	19.35%	31.90%	
MR-10	UBL - 4-wire, %			22.47%		20.40%		21.45%		24.14%		22.52%	a b c d e
MR-10	UBL - ADSL Qualified, %		0%	47.99%	25.00%	55.14%	18.18%	52.96%	15.38%	57.00%	40.00%	66.30%	a e
MR-10	UBL - DS1 Capable, %		4.65%	22.47%	8.11%	20.40%	10.00%	21.45%	14.29%	24.14%	14.00%	22.52%	
MR-10	UBL - DS3 Capable, %			50.00%		16.67%		15.38%		33.33%		35.71%	a b c d e
MR-10	UBL - Analog, %		28.46%	35.66%	33.33%	38.66%	30.27%	39.18%	31.23%	39.73%	23.17%	39.41%	
MR-10	UBL - ISDN Capable, %		8.33%	30.69%	22.22%	33.33%	7.14%	25.64%	28.57%	24.22%	10.00%	31.90%	
MR-10	UDIT Above DS1 Level, %		100%	50.00%		16.67%	0%	15.38%		33.33%		35.71%	a b c d e
MR-10	UDIT DS1, %		0%	22.47%	0%	20.40%		21.45%		24.14%	0%	22.52%	a b c d e
MR-10	UNE-P, POTS, %		25.84%	35.66%	36.04%	38.66%	30.94%	39.18%	32.89%	39.73%	27.48%	39.41%	
MR-10	UNE-P, Centrex, %		34.93%	33.02%	26.71%	32.76%	30.19%	35.71%	27.46%	29.52%	32.35%	32.43%	
MR-10	UNE-P, Centrex 21, %		27.27%	29.06%	50.00%	36.29%	16.67%	30.14%	55.56%	33.64%	83.33%	26.67%	c d e
<b>MR-11</b>	<b>LNP Trouble Reports Cleared</b>												
MR-11A	within 4 Hrs, LNP, %			55.11%		63.66%		65.46%	100%	62.93%	100%	50.41%	a b c d e
MR-11B	within 48 Hrs Volumes 0-20, LNP, Days			0.99		1.00	1.00	1.00	1.00	0.99	1.00	1.00	a b c d e
<b>NETWORK PERFORMANCE</b>													
<b>NI-1</b>	<b>Trunk Blocking</b>												
NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk, %		0%	0%	0%	0.04%	0%	0%	0%	0%	0%	0%	
NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk, %		0%	0%	0.10%	0%	0%	0%	0%	0%	0.02%	0%	
NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk, %		0.10%	0%	0.37%	0.04%	1.30%	0%	0.74%	0%	0.06%	0%	
NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk, %		0%	0%	0.34%	0%	0%	0%	0%	0%	0.02%	0%	

## Federal Communications Commission

FCC 03-81

## OREGON PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
NP-1	NXX Code Activation												
NP-1A	All, %				100%				100%		100%		a b c d e
NP-1B	Facility Delays, All, %				0%				0%		0%		a b c d e
<b>ORDER ACCURACY</b>													
OA-1	All, %		99.40%		99.58%		99.74%		99.96%		99.57%		
<b>ORDERING AND PROVISIONING</b>													
OP-2	Calls Answered within Twenty Seconds - Interconnect Provisioning Center												
OP-2	All, %		97.82%	82.25%	97.62%	86.07%	98.19%	77.80%	98.92%	84.04%	98.17%	75.49%	
OP-3	Installation Commitments Met												
OP-3	Basic Rate ISDN, %	ND				100%							a b c d e
OP-3	Basic Rate ISDN, %	D						50.00%		100%		100%	a b c d e
OP-3	Basic Rate ISDN, %			95.60%	100%	94.50%	100%	92.66%		80.30%		85.58%	a b c d e
OP-3	Business, %	ND	100%	99.52%	100%	98.43%	97.40%	98.78%	100%	99.05%	100%	98.87%	
OP-3	Business, %	D	92.86%	93.25%	100%	93.19%	100%	94.09%	92.86%	93.21%	92.31%	94.81%	
OP-3	Centrex 21, %	ND	100%	100%	100%	100%		100%		97.87%		97.56%	a b c d e
OP-3	Centrex 21, %	D		92.31%		96.55%		88.16%		97.87%		91.43%	a b c d e
OP-3	Centrex, %	ND		85.71%		100%		100%		100%		100%	a b c d e
OP-3	Centrex, %	D		90.64%		97.50%		88.04%		98.55%		95.00%	a b c d e
OP-3	Dark Fiber - IOF, %		100%										a b c d e
OP-3	Dark Fiber - Loop, %						100%						a b c d e
OP-3	DS0, %	ND				100%			100%				a b c d e
OP-3	DS0, %	D				100%				0%			a b c d e
OP-3	DS0, %		100%	42.31%	0%	77.78%	100%	80.00%		100%	100%	81.25%	a b c d e
OP-3	DS1, %		100%	86.26%	100%	89.17%		83.75%		89.62%		90.38%	a b c d e
OP-3	DS3, %			77.42%		94.12%		75.00%		43.33%		64.52%	a b c d e
OP-3	E911, %		100%								100%		a b c d e
OP-3	EELs, %		95.24%		95.83%		100%		100%		71.43%		
OP-3	Frame Relay, %			76.30%		90.08%		92.31%		89.31%		84.26%	a b c d e
OP-3	ISDN Primary, %	ND								100%			a b c d e
OP-3	ISDN Primary, %	D											a b c d e
OP-3	ISDN Primary, %			52.31%	100%	94.83%		98.77%		100%		95.65%	a b c d e
OP-3	Line Sharing, %	ND	100%	99.44%	100%	99.60%	99.19%	99.52%	100%	99.58%	100%	99.50%	

## Federal Communications Commission

FCC 03-81

## OREGON PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
OP-3	Line Sharing, %	D		94.75%		94.53%		94.48%		93.89%		94.69%	a b c d e
OP-3	LIS Trunk, %		100%	100%	100%	90.91%	96.36%	90.91%	96.15%	100%	87.80%	100%	
OP-3	PBX, %	ND		100%	100%	100%			0%	100%			a b c d e
OP-3	PBX, %	D		66.67%		90.91%		100%		100%		100%	a b c d e
OP-3	PBX, %		90.91%	86.67%	100%	100%	100%	82.76%	75.00%	95.24%	100%	88.89%	b c d e
OP-3	Qwest DSL, %	ND	100%	98.83%	100%	99.35%	100%	99.35%	89.47%	99.65%	100%	99.23%	c
OP-3	Qwest DSL, %	D		93.66%	100%	93.01%	100%	94.44%	100%	95.91%		96.79%	a b c d e
OP-3	Qwest DSL, %		100%	100%		92.31%	100%	100%	100%	91.67%		77.78%	a b c d e
OP-3	Residence, %	ND	99.85%	99.44%	99.64%	99.63%	100%	99.54%	99.76%	99.59%	100%	99.52%	
OP-3	Residence, %	D	92.31%	95.12%	98.02%	94.86%	98.84%	94.59%	95.77%	94.08%	96.47%	94.65%	
OP-3	UBL - 2-wire, %		100%	95.60%	98.26%	94.55%	99.13%	91.15%	97.58%	80.60%	98.50%	85.71%	
OP-3	UBL - 4-wire, %			86.26%		89.17%		83.75%		89.62%		90.38%	a b c d e
OP-3	UBL - ADSL Qualified, %		100%	93.75%	100%	93.10%	100%	94.44%	100%	95.91%	100%	96.79%	b d
OP-3	UBL - DS1 Capable, %		90.74%	86.26%	93.90%	89.17%	100%	83.75%	100%	89.62%	91.86%	90.38%	
OP-3	UBL - DS3 Capable, %			77.42%		94.12%		75.00%		43.33%		64.52%	a b c d e
OP-3	UBL - Analog, %	D											a b c d e
OP-3	UBL - Analog, %		96.19%	94.75%	98.78%	94.53%	99.46%	94.48%	99.47%	93.89%	99.14%	94.69%	
OP-3	UBL - Conditioned, %		72.38%		99.27%		98.15%		100%		95.65%		
OP-3	UBL - ISDN Capable, %		100%	95.60%	96.67%	94.55%	95.83%	91.15%	100%	80.60%	97.22%	85.71%	
OP-3	UDIT Above DS1 Level, %		100%	77.42%	100%	94.12%	100%	75.00%	100%	43.33%	100%	64.52%	a b c d e
OP-3	UDIT DS1, %			86.26%		89.17%		83.75%		89.62%	100%	90.38%	a b c d e
OP-3	UNE-P, POTS, %	ND	99.76%	99.44%	99.91%	99.60%	100%	99.52%	99.78%	99.58%	99.90%	99.50%	
OP-3	UNE-P, POTS, %	D	98.75%	94.75%	96.39%	94.53%	95.97%	94.48%	95.97%	93.89%	94.38%	94.69%	
OP-3	UNE-P, Centrex, %	ND	98.11%	85.71%	100%	100%	96.43%	100%	100%	100%	100%	100%	
OP-3	UNE-P, Centrex, %	D	85.37%	90.64%	92.50%	97.50%	90.24%	88.04%	94.74%	98.55%	90.48%	95.00%	
OP-3	UNE-P, Centrex 21, %	ND	100%	100%	100%	100%	100%	100%	100%	97.87%	100%	97.56%	a b c d e
OP-3	UNE-P, Centrex 21, %	D	100%	92.31%		96.55%		88.16%	75.00%	97.87%	50.00%	91.43%	a b c d e
<b>OP-4</b>	<b>Installation Interval</b>												
OP-4	Basic Rate ISDN, Avg Days	ND				0							a b c d e
OP-4	Basic Rate ISDN, Avg Days	D						3.5		4		0	a b c d e
OP-4	Basic Rate ISDN, Avg Days			6.88	8	8.76	9	7.79		12.47		11.53	a b c d e
OP-4	Business, Avg Days	ND	2.09	3.26	2.71	2.97	2.96	3.11	3.23	3.21	2.46	3.28	

## Federal Communications Commission

FCC 03-81

## OREGON PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
OP-4	Business, Avg Days	D	7.43	6.2	4.94	5.65	3.89	5.71	6.19	5.37	4.23	4.98	
OP-4	Centrex 21, Avg Days	ND	3	3.29	5	4.21		2.91		4.91		4.3	abcde
OP-4	Centrex 21, Avg Days	D		6.8		5.91		4.78		6.77		5.41	abcde
OP-4	Centrex, Avg Days	ND		4		3.8		2		5		1.5	abcde
OP-4	Centrex, Avg Days	D		4.39		4.02		5.01		5.46		5.41	abcde
OP-4	Dark Fiber - IOF, Avg Days		0										abcde
OP-4	Dark Fiber - Loop, Avg Days				20		20						abcde
OP-4	DS0, Avg Days	ND				5			8				abcde
OP-4	DS0, Avg Days	D				3				31			abcde
OP-4	DS0, Avg Days		6	11.12	6	8.43	4.5	8.21		8.86	3	7	abcde
OP-4	DS1, Avg Days		1	12.65	8	11.29		12.4		14.1		14.01	abcde
OP-4	DS3, Avg Days			19.52		14.21		11.58		27.74		22.45	abcde
OP-4	E911, Avg Days		10.67						640	17	7		abcde
OP-4	EELs, Avg Days		6		4.62		5.17		6.42		9.6		ace
OP-4	Frame Relay, Avg Days			16.04		16.38		17.98		15.29		20.77	abcde
OP-4	ISDN Primary, Avg Days	ND								0			abcde
OP-4	ISDN Primary, Avg Days	D											abcde
OP-4	ISDN Primary, Avg Days			44.8	6	14.17		15.03		17.29		9.49	abcde
OP-4	Line Sharing, Avg Days	ND	3	3.75	2.97	3.63	2.96	3.62	3.01	3.55	2.97	3.47	
OP-4	Line Sharing, Avg Days	D		5.62		5.28		5.16		5.08		4.53	abcde
OP-4	LIS Trunk, Avg Days		21.6	15.76	16.6	19.63	15.68	16.94	15.38	17.88	15.28	19.88	
OP-4	PBX, Avg Days	ND		1	4	0.5			5	3.33			abcde
OP-4	PBX, Avg Days	D		4.67		2.55		1.25		6.5		3	abcde
OP-4	PBX, Avg Days		6.75	10.45	4.33	11.19	5.2	10.9	5.25	9.93	7	8.67	abcde
OP-4	Qwest DSL, Avg Days	ND	5.08	4.86	4.44	4.92	5	4.93	5.17	4.89	5.17	4.9	bc
OP-4	Qwest DSL, Avg Days	D		5.7	5	5.72	2	5.67	6.5	5.51		5.16	abcde
OP-4	Qwest DSL, Avg Days		7	7.21		2.64	4	9.75	3	3.8		5.29	abcde
OP-4	Residence, Avg Days	ND	2.94	3.76	2.98	3.64	2.99	3.63	2.99	3.56	2.94	3.47	
OP-4	Residence, Avg Days	D	4.54	5.48	3.69	5.19	3.2	5.01	3.83	5	3.06	4.39	
OP-4	UBL - 2-wire, Avg Days		4.08	6.88	3.94	8.68	3.99	7.64	3.86	12.34	3.99	11.42	
OP-4	UBL - 4-wire, Avg Days			12.65		11.29		12.4		14.1		14.01	abcde
OP-4	UBL - ADSL Qualified, Avg Days		4.25	5.85	4.71	5.7	4.5	5.67	3.33	5.51	3.5	5.16	abcde



## Federal Communications Commission

FCC 03-81

## OREGON PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
OP-4	UBL - DS1 Capable, Avg Days		8.16	12.65	8.04	11.29	8.36	12.4	8.35	14.1	9.04	14.01	
OP-4	UBL - DS3 Capable, Avg Days			19.52		14.21		11.58		27.74		22.45	a b c d e
OP-4	UBL - Analog, Avg Days	D											a b c d e
OP-4	UBL - Analog, Avg Days		5.13	5.62	5.13	5.28	5.28	5.16	4.76	5.08	4.81	4.53	
OP-4	UBL - Conditioned, Avg Days		10.26		10.24		9.31		10.32		11.2		
OP-4	UBL - ISDN Capable, Avg Days		4.24	6.88	5	8.68	4.48	7.64	3.74	12.34	3.9	11.42	
OP-4	UDIT Above DS1 Level, Avg Days		16	19.52	8.5	14.21	9	11.58	6	27.74	7.25	22.45	a b c d e
OP-4	UDIT DS1, Avg Days			12.65		11.29		12.4		14.1	9	14.01	a b c d e
OP-4	UNE-P, POTS, Avg Days	D	5.85	5.62	5.36	5.28	4.71	5.16	4.45	5.08	4.42	4.53	
OP-4	UNE-P, POTS, Avg Days	ND	3.17	3.75	3.02	3.63	3.04	3.62	3.02	3.55	3.28	3.47	
OP-4	UNE-P, Centrex, Avg Days	D	5.27	4.39	6.78	4.02	7.88	5.01	6	5.46	4.71	5.41	
OP-4	UNE-P, Centrex, Avg Days	ND	5.06	4	5.28	3.8	4.63	2	5.45	5	5.2	1.5	
OP-4	UNE-P, Centrex 21, Avg Days	ND	1.75	3.29		4.21	4.5	2.91	4	4.91	4.25	4.3	a b c d e
OP-4	UNE-P, Centrex 21, Avg Days	D	8	6.8		5.91		4.78	4.5	6.77	5.5	5.41	a b c d e
OP-5	New Service Installation Quality												
OP-5	Basic Rate ISDN, %			92.38%	100%	97.09%	100%	93.91%	100%	86.96%		93.18%	a b c d e
OP-5	Business, %		90.08%	88.82%	91.00%	95.58%	95.70%	93.24%	92.00%	92.40%	89.83%	91.85%	
OP-5	Centrex 21, %		100%	81.16%	100%	93.06%	100%	84.00%		87.85%		84.76%	a b c d e
OP-5	Centrex, %			94.12%		98.69%		97.27%		98.80%		88.16%	a b c d e
OP-5	Dark Fiber - IOF, %		100%		100%								a b c d e
OP-5	Dark Fiber - Loop, %				100%		100%		100%				a b c d e
OP-5	DS0, %		90.00%	26.32%	100%	97.37%	100%	88.00%	100%	76.92%	100%	92.31%	a b c d e
OP-5	DS1, %		0%	94.00%	100%	99.17%	100%	95.25%		95.44%		96.11%	a b c d e
OP-5	DS3, %			97.67%		97.96%		97.50%		97.06%		98.04%	a b c d e
OP-5	E911, %		100%		100%				100%	100%	100%	100%	a b c d e
OP-5	EELs, %		92.00%		100%		100%		90.00%		89.47%		
OP-5	Frame Relay, %			94.44%		99.31%		97.26%		96.86%		100%	a b c d e
OP-5	ISDN Primary, %			100%	100%	100%	100%	100%		98.31%		100%	a b c d e
OP-5	Line Sharing, %		96.15%	92.01%	95.52%	95.55%	96.69%	94.32%	94.44%	93.47%	95.12%	93.07%	
OP-5	LIS Trunk, %		100%	100%	100%	97.78%	100%	100%	97.87%	100%	100%	100%	
OP-5	PBX, %		73.33%	95.45%	100%	100%	88.89%	100%	66.67%	100%	100%	97.14%	c d e
OP-5	Qwest DSL, %		100%	99.82%	100%	100%	100%	99.91%	100%	100%	100%	100%	

## Federal Communications Commission

FCC 03-81

## OREGON PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
OP-5	Residence, %		96.92%	92.27%	96.15%	95.54%	95.09%	94.41%	95.79%	93.57%	97.44%	93.19%	
OP-5	UBL - 2-wire, %		98.96%	92.38%	99.40%	97.09%	94.19%	87.83%	95.83%	73.91%	94.74%	86.36%	
OP-5	UBL - 4-wire, %			94.00%		99.17%		95.25%		95.44%		96.11%	a b c d e
OP-5	UBL - ADSL Qualified, %		75.00%	97.81%	100%	100%	100%	98.92%	64.29%	100%	86.67%	100%	a
OP-5	UBL - DS1 Capable, %		93.51%	94.00%	96.34%	99.17%	94.81%	95.25%	92.75%	95.44%	91.21%	96.11%	
OP-5	UBL - DS3 Capable, %			97.67%		97.96%		97.50%		97.06%		98.04%	a b c d e
OP-5	UBL - Analog, %		99.03%	72.62%	99.73%	85.25%	98.32%	81.38%	98.24%	78.51%	97.93%	77.39%	
OP-5	UBL - ISDN Capable, %		91.18%	92.38%	93.94%	97.09%	94.59%	87.83%	94.59%	73.91%	95.12%	86.36%	
OP-5	UDIT Above DS1 Level, %		100%	97.67%	100%	97.96%	100%	97.50%	100%	97.06%	100%	98.04%	a b c d e
OP-5	UDIT DS1, %		100%	94.00%		99.17%		95.25%		95.44%	100%	96.11%	a b c d e
OP-5	UNE-P, POTS, %		95.63%	92.01%	98.43%	95.55%	95.90%	94.32%	96.81%	93.47%	95.45%	93.07%	
OP-5	UNE-P, Centrex, %		86.21%	94.12%	94.44%	98.69%	91.03%	94.55%	91.55%	97.59%	84.29%	76.32%	
OP-5	UNE-P, Centrex 21, %		90.91%	81.16%	100%	93.06%	50.00%	84.00%	100%	87.85%	100%	84.76%	b c d e
OP-5*	Basic Rate ISDN, %			98.10%	100%	100%	100%	97.39%	100%	94.57%			a b c d e
OP-5*	Business, %		92.56%	91.45%	97.00%	94.96%	96.77%	94.65%	93.33%	93.57%			e
OP-5*	Centrex 21, %		100%	86.23%	100%	89.58%	100%	88.00%		91.59%			a b c d e
OP-5*	Centrex, %			96.47%		99.35%		99.09%		98.80%			a b c d e
OP-5*	Dark Fiber - IOF, %		100%		100%								a b c d e
OP-5*	Dark Fiber - Loop, %				100%		100%		100%				a b c d e
OP-5*	DS0, %		90.00%	57.89%	100%	94.74%	100%	92.00%	100%	92.31%			a b c d e
OP-5*	DS1, %		0%	94.92%	100%	97.52%	100%	97.36%		97.02%			a b c d e
OP-5*	DS3, %			97.67%		97.96%		97.50%		97.06%			a b c d e
OP-5*	E911, %		100%		100%				100%	100%			a b c d e
OP-5*	EELs, %		96.00%		100%		100%		90.00%				e
OP-5*	Frame Relay, %			96.53%		98.61%		98.63%		98.74%			a b c d e
OP-5*	ISDN Primary, %			100%	100%	100%	100%	100%		98.31%			a b c d e
OP-5*	Line Sharing, %		100%	93.77%	97.76%	95.80%	98.01%	95.27%	97.22%	94.45%			e
OP-5*	LIS Trunk, %		100%	100%	100%	100%	100%	100%	97.87%	100%			e
OP-5*	PBX, %		86.67%	95.45%	100%	100%	100%	100%	100%	100%			c d e
OP-5*	Qwest DSL, %		100%	99.85%	100%	99.94%	100%	99.94%	100%	100%			e
OP-5*	Residence, %		97.17%	93.96%	96.01%	95.86%	95.42%	95.32%	96.17%	94.54%			e
OP-5*	UBL - 2-wire, %		100%	98.10%	95.81%	97.09%	95.48%	94.78%	96.43%	89.13%			e

## Federal Communications Commission

FCC 03-81

## OREGON PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
OP-5*	UBL - 4-wire, %			94.92%		97.52%		97.36%		97.02%			a b c d e
OP-5*	UBL - ADSL Qualified, %		75.00%	98.18%	100%	99.32%	100%	99.28%	78.57%	100%			a e
OP-5*	UBL - DS1 Capable, %		97.40%	94.92%	96.34%	97.52%	96.10%	97.36%	92.75%	97.02%			e
OP-5*	UBL - DS3 Capable, %			97.67%		97.96%		97.50%		97.06%			a b c d e
OP-5*	UBL - Analog, %		99.46%	78.65%	98.67%	86.08%	98.65%	84.49%	98.81%	81.75%			e
OP-5*	UBL - ISDN Capable, %		100%	98.10%	100%	97.09%	100%	94.78%	94.59%	89.13%			e
OP-5*	UDIT Above DS1 Level, %		100%	97.67%	100%	97.96%	100%	97.50%	100%	97.06%			a b c d e
OP-5*	UDIT DS1, %		100%	94.92%		97.52%		97.36%		97.02%			a b c d e
OP-5*	UNE-P, POTS, %		96.60%	93.77%	96.33%	95.80%	96.87%	95.27%	97.64%	94.45%			e
OP-5*	UNE-P, Centrex, %		87.93%	96.47%	96.67%	99.35%	96.15%	98.18%	95.77%	97.59%			e
OP-5*	UNE-P, Centrex 21, %		90.91%	86.23%	66.67%	89.58%	50.00%	88.00%	100%	91.59%			b c d e
OP-6A	<b>Delayed Days for Non-Facility Reasons</b>												
OP-6A	Basic Rate ISDN, Avg Days	D						2					a b c d e
OP-6A	Basic Rate ISDN, Avg Days			3.67				3		1		14.5	a b c d e
OP-6A	Business, Avg Days	ND		2.5		1.29	2	3.2		2.25		1.4	a b c d e
OP-6A	Business, Avg Days	D	1	5.01	13	4.44		4.16		3.98		3.37	a b c d e
OP-6A	Centrex 21, Avg Days	ND								2		5	a b c d e
OP-6A	Centrex 21, Avg Days	D		4.57		4		1.67		1		2.33	a b c d e
OP-6A	Centrex, Avg Days	ND		3									a b c d e
OP-6A	Centrex, Avg Days	D		1.67		1		1		1		1.5	a b c d e
OP-6A	DS0, Avg Days	ND											a b c d e
OP-6A	DS0, Avg Days	D								18			a b c d e
OP-6A	DS0, Avg Days			15.13	1	17						14.5	a b c d e
OP-6A	DS1, Avg Days			19.52		13.78		8.02		15.63		15.12	a b c d e
OP-6A	DS3, Avg Days			13.13		37.5		14.33		10.8		41.62	a b c d e
OP-6A	E911, Avg Days												a b c d e
OP-6A	EELs, Avg Days		3		1				3		13		a b c d e
OP-6A	Frame Relay, Avg Days			8.68		4.7		3.83		12.36		11.11	a b c d e
OP-6A	ISDN Primary, Avg Days	ND											a b c d e
OP-6A	ISDN Primary, Avg Days	D											a b c d e
OP-6A	ISDN Primary, Avg Days			62.83		12.75		17.71		19.2		14	a b c d e
OP-6A	Line Sharing, Avg Days	ND	12	6.9		7.43	1	10.07		3.51		6.56	a b c d e

## Federal Communications Commission

FCC 03-81

## OREGON PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
OP-6A	Line Sharing, Avg Days	D		4.65		5.24		4.33		4.3		2.92	abcde
OP-6A	LIS Trunk, Avg Days					17.75	4	3			22.8	24	abcde
OP-6A	PBX, Avg Days	ND							2				abcde
OP-6A	PBX, Avg Days	D				1							abcde
OP-6A	PBX, Avg Days		17	5		32		6	2	13.67		3	abcde
OP-6A	Qwest DSL, Avg Days	ND		4.24		5.35		3.8	2.5	2.55		16.13	abcde
OP-6A	Qwest DSL, Avg Days	D		4.83		3		4.5		2.88		2.33	abcde
OP-6A	Qwest DSL, Avg Days					33				2		4	abcde
OP-6A	Residence, Avg Days	ND	2	6.97	11	8.07		10.6		3.59		6.92	abcde
OP-6A	Residence, Avg Days	D	3	4.5	2	5.55		4.39	2.5	4.42	1	2.73	abcde
OP-6A	UBL - 2-wire, Avg Days		6	3.67	4.5		4	2.5	9.5	1		14.5	abcde
OP-6A	UBL - 4-wire, Avg Days			19.52		13.78		8.02		15.63		15.12	abcde
OP-6A	UBL - ADSL Qualified, Avg Days			4.83		3		4.5		2.88		2.33	abcde
OP-6A	UBL - DS1 Capable, Avg Days		1.33	19.52	1.5	13.78	13.5	8.02		15.63	4.33	15.12	abcde
OP-6A	UBL - DS3 Capable, Avg Days			13.13		37.5		14.33		10.8		41.62	abcde
OP-6A	UBL - Analog, Avg Days	D											abcde
OP-6A	UBL - Analog, Avg Days		2.55	4.65	7.44	5.24	3.88	4.33	3.5	4.3	4.45	2.92	cd
OP-6A	UBL - ISDN Capable, Avg Days		8	3.67				2.5		1		14.5	abcde
OP-6A	UDIT Above DS1 Level, Avg Days			13.13		37.5		14.33		10.8		41.62	abcde
OP-6A	UDIT DS1, Avg Days			19.52		13.78		8.02		15.63		15.12	abcde
OP-6A	UNE-P, POTS, Avg Days	ND	13	6.9	1	7.43		10.07	2.33	3.51	2	6.56	abcde
OP-6A	UNE-P, POTS, Avg Days	D	3	4.65	4.75	5.24	2.17	4.33	1	4.3	2	2.92	abcde
OP-6A	UNE-P, Centrex, Avg Days	ND	2	3			1						abcde
OP-6A	UNE-P, Centrex, Avg Days	D	1.6	1.67	4.5	1	5	1		1	4	1.5	abcde
OP-6A	UNE-P, Centrex 21, Avg Days	ND								2		5	abcde
OP-6A	UNE-P, Centrex 21, Avg Days	D		4.57		4		1.67		1	1	2.33	abcde
<b>OP-6B</b>	<b>Delayed Days for Facility Reasons</b>												
OP-6B	Basic Rate ISDN, Avg Days	D											abcde
OP-6B	Basic Rate ISDN, Avg Days			4		28		14.33		19.58		7.36	abcde
OP-6B	Business, Avg Days	ND				2							abcde
OP-6B	Business, Avg Days	D		10.53		12.82		11.27	6	9.33	6	8.55	abcde
OP-6B	Centrex 21, Avg Days	D		9		5		7				7	abcde

## Federal Communications Commission

FCC 03-81

## OREGON PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
OP-6B	Centrex, Avg Days	D		3		10							abcde
OP-6B	DS0, Avg Days			3		2.5		2				1	abcde
OP-6B	DS1, Avg Days			9.57		9.52		22.05		16.33		10.92	abcde
OP-6B	DS3, Avg Days			27		80		11		40.5		18.75	abcde
OP-6B	EELs, Avg Days										11.67		abcde
OP-6B	Frame Relay, Avg Days			16.22		13.8		7.8		12.83		13.33	abcde
OP-6B	ISDN Primary, Avg Days							41				7	abcde
OP-6B	Line Sharing, Avg Days	ND	8.21	35		12		3.09		2		3.43	bcde
OP-6B	Line Sharing, Avg Days	D	7	9.02		8.89		11.13		7.63		8.47	abcde
OP-6B	LIS Trunk, Avg Days								60		22		abcde
OP-6B	PBX, Avg Days	D		4									abcde
OP-6B	PBX, Avg Days			10				4					abcde
OP-6B	Qwest DSL, Avg Days	ND		1		33.5		7					abcde
OP-6B	Qwest DSL, Avg Days	D											abcde
OP-6B	Qwest DSL, Avg Days											4	abcde
OP-6B	Residence, Avg Days	ND		35	6	13		3.09	8	2		3.43	abcde
OP-6B	Residence, Avg Days	D	7	8.61	7	7.87	5	11.09	6	7.18	4	8.45	abcde
OP-6B	UBL - 2-wire, Avg Days			4	52	28	1	14.33	9	19.58	7.5	7.36	abcde
OP-6B	UBL - 4-wire, Avg Days			9.57		9.52		22.05		16.33		10.92	abcde
OP-6B	UBL - ADSL Qualified, Avg Days												abcde
OP-6B	UBL - DS1 Capable, Avg Days		2	9.57	5.33	9.52		22.05		16.33	4.33	10.92	abcde
OP-6B	UBL - DS3 Capable, Avg Days			27		80		11		40.5		18.75	abcde
OP-6B	UBL - Analog, Avg Days	D											abcde
OP-6B	UBL - Analog, Avg Days			9.02		8.89		11.13	3	7.63	6	8.47	abcde
OP-6B	UBL - ISDN Capable, Avg Days			4	20	28	3	14.33		19.58	3.5	7.36	abcde
OP-6B	UDIT Above DS1 Level, Avg Days			27		80		11		40.5		18.75	abcde
OP-6B	UDIT DS1, Avg Days			9.57		9.52		22.05		16.33		10.92	abcde
OP-6B	UNE-P, POTS, Avg Days	ND		35		12		3.09	2	2		3.43	abcde
OP-6B	UNE-P, POTS, Avg Days	D	8	9.02	10.2	8.89	4.5	11.13	5.67	7.63	5.2	8.47	abcde
OP-6B	UNE-P, Centrex, Avg Days	D	5	3	1	10	7		8		4.33		abcde
OP-6B	UNE-P, Centrex 21, Avg Days	D		9		5		7	6			7	abcde
OP-7	Coordinated "Hot Cut" Interval - Unbundled Loop												

## Federal Communications Commission

FCC 03-81

## OREGON PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
OP-7	Analog, Hrs:Min		0:03		0:03		0:03		0:03		0:03		
OP-7	Other, Hrs:Min						0:01				0:03		a b c d e
<b>OP-8</b>	<b>Number Portability Timeliness</b>												
OP-8B	with Loop Coordination, %		99.70%		99.86%		99.65%		99.89%		100%		
OP-8C	without Loop Coordination, %		99.84%		99.96%		98.72%		99.76%		98.94%		
<b>OP-13A</b>	<b>Coordinated Cuts Completed on Time - Unbundled Loop</b>												
OP-13A	UBL - Analog, %		99.28%		99.27%		99.67%		99.40%		100%		
OP-13A	UBL - Other, %		100%		100%		100%		100%		100%		
<b>OP-13B</b>	<b>Coordinated Cuts Started Without CLEC Approval - Unbundled Loop</b>												
OP-13B	UBL - Analog, %		0%		0%		0%		0%		0%		
OP-13B	UBL - Other, %		0%		0%		0%		0%		0%		
<b>OP-15A</b>	<b>Interval for Pending Orders Delayed Past Due Date</b>												
OP-15A	Basic Rate ISDN, Avg Days			182.6		199.06		196.23		183.92		219.81	a b c d e
OP-15A	Business, Avg Days		80.33	106.68	146	131.82	115.67	137.24	196	143.47	222	159.1	a b c d e
OP-15A	Centrex 21, Avg Days			134.11		132.2		128.63		146		92.5	a b c d e
OP-15A	Centrex, Avg Days		427	49.38	450	60.44	470	91.29	491	89.33	513	112.14	a b c d e
OP-15A	Dark Fiber - Loop, Avg Days		1						0		22		a b c d e
OP-15A	DS0, Avg Days			137.14	144	204.6		220.2		184.5		259	a b c d e
OP-15A	DS1, Avg Days			52.44		43.96		49.62		66.89		71.19	a b c d e
OP-15A	DS3, Avg Days			40.74		47.06		66.04		63.33		35.22	a b c d e
OP-15A	EELs, Avg Days		68		91		111		35.75		65		a b c d e
OP-15A	Frame Relay, Avg Days			137		118.24		80.81		141.62		79.63	a b c d e
OP-15A	ISDN Primary, Avg Days			34.63		10.4		42		4.5		19	a b c d e
OP-15A	Line Sharing, Avg Days		4.5		9.5		4.33		4		6		b c d e
OP-15A	LIS Trunk, Avg Days		38.86		61.86		66.11		55.57		90		a b c d e
OP-15A	PBX, Avg Days		216	81.75	239	119.83	259	225.67	280	74	151	99.6	a b c d e
OP-15A	Residence, Avg Days		258.5	94.8	274.5	100.56	285	113.87	152	120.21	310.5	150.13	a b c d e
OP-15A	UBL - 2-wire, Avg Days		17.67	182.6	5.33	199.06	7	196.23	6	183.92	22.8	219.81	a b c d e
OP-15A	UBL - 4-wire, Avg Days			52.44		43.96		49.62		66.89		71.19	a b c d e
OP-15A	UBL - DS1 Capable, Avg Days		37.14	52.44	78	43.96	262	49.62	45.43	66.89	83	71.19	a b c d e
OP-15A	UBL - DS3 Capable, Avg Days			40.74		47.06		66.04	2	63.33	24	35.22	a b c d e
OP-15A	UBL - Analog, Avg Days		29.75	90.15	57	105.13	134.5	116.74	44.57	123.87	105.67	137.74	a b c d e

## Federal Communications Commission

FCC 03-81

## OREGON PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
OP-15A	UBL - ISDN Capable, Avg Days		18	182.6		199.06		196.23	1	183.92	0	219.81	abcde
OP-15A	UDIT Above DS1 Level, Avg Days			40.74		47.06		66.04		63.33		35.22	abcde
OP-15A	UDIT DS1, Avg Days			52.44		43.96		49.62		66.89		71.19	abcde
OP-15A	UNE-P, POTS, Avg Days		172.75	97.22	217.57	105.98	165.2	118.21	130.71	124.75	238.75	151.97	abce
OP-15A	UNE-P, Centrex, Avg Days		13	49.38	16	60.44	2	91.29	1	89.33	12.5	112.14	abcde
OP-15A	UNE-P, Centrex 21, Avg Days			134.11		132.2	3	128.63		146		92.5	abcde
OP-15B	Pending Orders Delayed for Facilities Reasons												
OP-15B	Basic Rate ISDN			13		11		10		12		11	abcde
OP-15B	Business		0	72	0	54	1	60	0	51	0	53	abcde
OP-15B	Centrex		0	0	0	0	0	0	0	0	0	1	abcde
OP-15B	Centrex 21			1		2		0		0		3	abcde
OP-15B	Dark Fiber - Loop		4						0		0		abcde
OP-15B	DS0			6	1	2		4		3		1	abcde
OP-15B	DS1			39		34		26		22		14	abcde
OP-15B	DS3			20		27		22		14		8	abcde
OP-15B	EELs		0		0		0		3		2		abcde
OP-15B	Frame Relay			5		8		7		4		5	abcde
OP-15B	ISDN Primary			6		10		1		1		2	abcde
OP-15B	Line Sharing		22		2		3		3		7		abcde
OP-15B	LIS Trunk		7		7		7		6		1		abcde
OP-15B	PBX		0	4	0	2	0	2	0	2	0	1	abcde
OP-15B	Residence		0	238	1	220	1	200	1	192	1	174	abcde
OP-15B	UBL - 2-wire		3	13	6	11	2	10	6	12	5	11	abcde
OP-15B	UBL - 4-wire			39		34		26		22		14	abcde
OP-15B	UBL - DS1 Capable		5	39	3	34	0	26	4	22	1	14	abcde
OP-15B	UBL - DS3 Capable			20		27		22	0	14	0	8	abcde
OP-15B	UBL - Analog		6	157	4	125	1	124	6	113	1	104	abcde
OP-15B	UBL - ISDN Capable		1	13		11		10	0	12	1	11	abcde
OP-15B	UDIT Above DS1 Level			20		27		22		14		8	abcde
OP-15B	UDIT DS1			39		34		26		22		14	abcde
OP-15B	UNE-P, POTS		2	310	2	274	4	260	2	243	1	227	abcde
OP-15B	UNE-P, Centrex		1	0	2	0	1	0	2	0	0	1	abcde

## Federal Communications Commission

FCC 03-81

## OREGON PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
OP-15B	UNE-P, Centrex 21			1		2	1	0		0		3	a b c d e
OP-17	Timeliness of Disconnects associated with LNP Orders												
OP-17A	LNP, %		100%		100%		100%		99.97%		99.73%		
OP-17B	LNP, %		100%		100%		100%		100%		100%		
OPERATOR SERVICES													
OS-1	Speed of Answer - Operator Services												
OS-1	All, Avg Sec			8.69		8.52		8.33		8.88		8.32	a b c d e
PRE-ORDER/ORDER													
PO-1	Pre-Order/Order Response Times												
PO-1A-1(a)	Appt. Sched, GUI Req, Avg Sec		0.56		0.6		0.44		0.3		0.34		
PO-1A-1(b-c)	Appt. Sched, GUI Resp/Accept, Avg Sec		1.77		1.68		1.47		1.43		1.55		
PO-1A-1Total	Appt. Sched, GUI Aggregate, Avg Sec		2.33		2.28		1.91		1.73		1.89		
PO-1A-2(a)	Service Avail, GUI Req, Avg Sec		0.5		0.52		0.41		0.37		0.44		
PO-1A-2(b)	Service Avail, GUI Resp, Avg Sec		6.75		6.87		7.25		7.49		7.71		
PO-1A-2Total	Service Avail, GUI Aggregate, Avg Sec		7.25		7.4		7.66		7.86		8.14		
PO-1A-3(a)	Facility Check, GUI Req, Avg Sec		0.7		0.74		0.55		0.41		0.57		
PO-1A-3(b)	Facility Check, GUI Resp, Avg Sec		7.48		7.16		7.33		6.89		7		
PO-1A-3Total	Facility Check, GUI Aggregate, Avg Sec		8.18		7.9		7.88		7.3		7.57		
PO-1A-4(a)	Address Validation, GUI Req, Avg Sec		1.31		1.32		1.09		0.81		0.83		
PO-1A-4(b)	Address Validation, GUI Resp, Avg Sec		5.1		4.75		4.37		3.82		3.89		
PO-1A-4Total	Address Validation, GUI Aggregate, Avg Sec		6.41		6.07		5.47		4.64		4.72		
PO-1A-5(a)	Get CSR, GUI Req, Avg Sec		0.7		0.7		0.61		0.67		0.89		
PO-1A-5(b)	Get CSR, GUI Resp, Avg Sec		5.59		5.74		5.71		6.22		6.55		
PO-1A-5Total	Get CSR, GUI Aggregate, Avg Sec		6.28		6.44		6.32		6.89		7.44		
PO-1A-6(a)	TN Reserv, GUI Req, Avg Sec		0.79		0.82		0.61		0.29		0.33		
PO-1A-6(b)	TN Reserv, GUI Resp, Avg Sec		4.5		4.45		4.83		5.05		4.78		
PO-1A-6(c)	TN Reserv, GUI Accept, Avg Sec		0.66		0.62		0.66		0.72		0.72		
PO-1A-6Total	TN Reserv, GUI Aggregate, Avg Sec		5.94		5.9		6.11		6.06		5.83		
PO-1A-7(a)	Loop Qual Tools, GUI Req, Avg Sec		1.05		1.1		0.94		0.74		0.78		
PO-1A-7(b)	Loop Qual Tools, GUI Resp, Avg Sec		5.75		6.82		6.74		6.88		6.94		
PO-1A-7Total	Loop Qual Tools, GUI Aggregate, Avg Sec		6.8		7.92		7.68		7.62		7.72		
PO-1A-8(a)	Resale of Qwest DSL Qual, GUI Req, Avg Sec		0.91		0.92		0.72		0.8		0.47		



## Federal Communications Commission

FCC 03-81

## OREGON PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
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PO-1A-8(b)	Resale of Qwest DSL Qual, GUI Resp, Avg Sec		5.63		6.14		8.14		6.94		7.4		
PO-1A-8Total	Resale of Qwest DSL Qual, GUI Aggregate, Avg Sec		6.54		7.06		8.86		7.74		7.87		
PO-1A-9(a)	Connecting Facility Assign, GUI Req, Avg Sec		0.44		0.54		0.36		0.27		0.27		
PO-1A-9(b)	Connecting Facility Assign, GUI Resp, Avg Sec		8.25		8.13		8.89		8.79		8.45		
PO-1A-9Total	Connecting Facility Assign, GUI Aggregate, Avg Sec		8.69		8.67		9.25		9.06		8.73		
PO-1A-10(a)	Meet Point Inquiry, GUI Req, Avg Sec		0.47		0.43		0.36		0.29		0.31		
PO-1A-10(b)	Meet Point Inquiry, GUI Resp, Avg Sec		4.87		5.19		4.96		4.91		4.81		
PO-1A-10Total	Meet Point Inquiry, GUI Aggregate, Avg Sec		5.34		5.62		5.32		5.2		5.12		
PO-1B-1	Appt. Sched, EDI Req/Resp, Avg Sec		3.55		3.54		3.34		3.36		3.39		
PO-1B-10	Meet Point Inquiry, EDI Req/Resp, Avg Sec		5.41		5.45		5.54		5.28		5.06		
PO-1B-2	Service Avail, EDI Req/Resp, Avg Sec		6.61		7.07		7.2		6.9		7.09		
PO-1B-3	Facility Check, EDI Req/Resp, Avg Sec		7.33		6.96		6.65		6.37		6.5		
PO-1B-4	Address Validation, EDI Req/Resp, Avg Sec		2.88		2.69		2.57		2.54		2.56		
PO-1B-5	Get CSR, EDI Req/Resp, Avg Sec		2.66		3.1		3.05		3.14		3.25		
PO-1B-6	TN Reserv, EDI Req/Resp, Avg Sec		5.18		5.21		5.41		5.46		5.24		
PO-1B-7	Loop Qual Tools, EDI Req/Resp, Avg Sec		7.24		7.28		7.09		6.84		7.12		
PO-1B-8	Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		5.74		6.88		6.51		5.79		6.96		
PO-1B-9	Connecting Facility Assign, EDI Req/Resp, Avg Sec		8.03		8.48		8.51		8.4		8.1		
PO-1C-1	Timeout, GUI Total, %		0.04%		0.34%		0.48%		0.26%		0.28%		
PO-1C-2	Timeout, EDI Total, %		0.24%		0.14%		0.05%		0.01%		0.07%		
PO-1D-1	Rejected Query, GUI Total, Avg Sec		1.34		1.36		1.33		1.32		1.31		
PO-1D-2	Rejected Query, EDI Total, Avg Sec		1.84		1.94		1.88		1.87		1.78		
<b>PO-2</b>	<b>Electronic Flow-through</b>												
PO-2A-1	GUI, LNP, %		35.51%		42.05%		29.44%		25.08%		39.72%		
PO-2A-1	GUI, Resale Aggregate W/O UNE-P-POTS, %		67.72%		72.40%		72.61%		67.37%		71.44%		
PO-2A-1	GUI, UBL Aggregate, %		30.80%		34.69%		28.42%		39.61%		39.33%		
PO-2A-1	GUI, UNE-P, POTS, %		59.16%		70.08%		47.38%		43.64%		51.21%		
PO-2A-2	EDI, LNP, %		17.86%		32.69%		13.51%		18.75%		19.57%		
PO-2A-2	EDI, Resale Aggregate W/O UNE-P-POTS, %		75.44%		80.43%		84.51%		85.37%		71.43%		
PO-2A-2	EDI, UBL Aggregate, %		59.78%		50.00%		57.08%		52.65%		53.73%		
PO-2A-2	EDI, UNE-P, POTS, %		61.98%		57.47%		62.24%		82.30%		72.65%		
PO-2B-1	All Eligible LSRs, GUI, LNP, %		94.22%		97.05%		91.38%		96.25%		93.46%		

## Federal Communications Commission

FCC 03-81

## OREGON PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
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PO-2B-1	All Eligible LSRs, GUI, Resale Aggregate W/O UNE-P-POTS, %		95.30%		93.06%		89.28%		89.07%		94.50%		
PO-2B-1	All Eligible LSRs, GUI, UBL Aggregate, %		93.70%		90.74%		84.86%		95.11%		95.82%		
PO-2B-1	All Eligible LSRs, GUI, UNE-P, POTS, %		87.61%		92.44%		79.37%		73.73%		82.49%		
PO-2B-2	All Eligible LSRs, EDI, LNP, %		83.33%		89.47%		83.33%		75.00%		60.00%		a c d
PO-2B-2	All Eligible LSRs, EDI, Resale Aggregate W/O UNE-P-POTS, %		84.31%		93.67%		98.36%		100%		96.15%		
PO-2B-2	All Eligible LSRs, EDI, UBL Aggregate, %		92.44%		89.74%		88.81%		87.63%		90.00%		
PO-2B-2	All Eligible LSRs, EDI, UNE-P, POTS, %		91.07%		82.97%		86.79%		96.37%		93.48%		
PO-3	<b>LSR Rejection Notice Interval</b>												
PO-3A-1	GUI - Rejected Manually, Product Aggregate, Hrs:Min		3:16		2:33		3:12		14:47		11:55		
PO-3A-2	GUI - Auto-Rejected, Product Aggregate, Min:Sec		0:03		0:03		0:03		0:03		0:07		
PO-3B-1	EDI - Rejected Manually, Product Aggregate, Hrs:Min		4:04		2:45		2:12		13:54		12:57		
PO-3B-2	EDI - Auto-Rejected, Product Aggregate, Min:Sec		0:05		0:05		0:03		0:03		0:01		
PO-3C	Manual and IIS, Product Aggregate, Hrs:Min		13:04		13:39		11:17		12:18		14:55		
PO-4	<b>LSRs Rejected</b>												
PO-4A-1	GUI - Rejected Manually, Product Aggregate, %		2.20%		2.59%		2.67%		2.82%		3.19%		
PO-4A-2	GUI - Auto-Rejected, Product Aggregate, %		31.56%		28.58%		32.61%		31.18%		31.23%		
PO-4B-1	EDI - Rejected Manually, Product Aggregate, %		4.67%		4.98%		3.81%		4.01%		3.27%		
PO-4B-2	EDI - Auto-Rejected, Product Aggregate, %		20.79%		22.15%		27.14%		26.33%		48.51%		
PO-4C	Facsimile, Product Aggregate, %		47.87%		42.70%		47.83%		42.68%		43.43%		
PO-5	<b>Firm Order Confirmations (FOCs) On Time</b>												
PO-5A-1(a)	Fully Elec LSRs Rec'd Via GUI, Resale Aggregate, %		99.91%		99.25%		99.81%		100%		100%		
PO-5A-1(b)	Fully Elec LSRs Rec'd Via GUI, UBL Aggregate, %		99.77%		98.26%		99.71%		100%		100%		
PO-5A-1(c)	Fully Elec LSRs Rec'd Via GUI, LNP, %		100%		99.05%		100%		100%		100%		
PO-5A-2(a)	Fully Elec LSRs Rec'd Via EDI, Resale Aggregate, %		100%		95.82%		99.38%		100%		100%		
PO-5A-2(b)	Fully Elec LSRs Rec'd Via EDI, UBL Aggregate, %		100%		100%		100%		100%		100%		
PO-5A-2(c)	Fully Elec LSRs Rec'd Via EDI, LNP, %		100%		100%		100%		100%		100%		a c d e
PO-5B-1(a)	Elec/Manual LSRs Rec'd Via GUI, Resale Aggregate, %		95.94%		96.98%		97.33%		97.36%		97.95%		
PO-5B-1(b)	Elec/Manual LSRs Rec'd Via GUI, UBL Aggregate, %		98.32%		98.62%		98.27%		98.29%		98.79%		
PO-5B-1(c)	Elec/Manual LSRs Rec'd Via GUI, LNP, %		100%		99.64%		97.29%		99.53%		98.94%		
PO-5B-2(a)	Elec/Manual LSRs Rec'd Via EDI, Resale Aggregate, %		100%		99.71%		100%		99.55%		100%		
PO-5B-2(b)	Elec/Manual LSRs Rec'd Via EDI, UBL Aggregate, %		99.73%		98.58%		99.73%		98.33%		99.48%		
PO-5B-2(c)	Elec/Manual LSRs Rec'd Via EDI, LNP, %		100%		100%		100%		100%		100%		

## OREGON PERFORMANCE METRIC DATA

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				CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
PO-5C-(a)		Manual, Resale Aggregate, %		93.75%		94.29%		95.65%		100%		100%		100%		100%		100%		100%		100%		
PO-5C-(b)		Manual, UBL Aggregate, %		100%		100%		100%		100%		100%		100%		100%		100%		100%		100%		abc
PO-5C-(c)		Manual, LNP, %		100%		100%		100%		100%		100%		100%		100%		100%		100%		100%		abcde
PO-5D		LIS Trunk, %		100%		98.15%		100%		98.53%		100%		100%		100%		100%		100%		100%		
PO-6		Work Completion Notification Timeliness																						
PO-6A		GUI, All, Hrs:Min		1:34		0:32		0:14		0:28		0:19												
PO-6B		EDI, All, Hrs:Min		3:33		0:40		0:10		0:12		0:10												
PO-7		Billing Completion Notification Timeliness																						
PO-7A-C		GUI, All, %		99.94%		100%		99.47%		100%		99.88%		100%		99.59%		100%		99.46%		100%		
PO-7B-C		EDI, All, %				100%		100%		100%		100%		100%		100%		100%		100%		100%		abcde
PO-8		Jeopardy Notice Interval																						
PO-8A		Non-Designed Services, Avg Days		5.8		1.44		4.6		2		4.34		1.8		4.73		0		4.11		abcde		
PO-8B		UBLs and LNP, Avg Days		5.53		4.85		4.6		5.23		4.34		4.41		4.73		4.83		4.11		abcde		
PO-8C		LIS Trunk, Avg Days		19		2				21						9.2				abcde				
PO-8D		UNE-F, POTS, Avg Days		5.91		4.85		4.1		4.6		8.11		4.34		2.29		4.73		2.25		4.11		bcde
PO-9		Timely Jeopardy Notices																						
PO-9A		Non-Designed Services, %		0%		20.38%		16.07%		33.33%		12.61%		12.50%		15.18%		0%		18.09%		abcde		
PO-9B		UBLs and LNP, %		20.69%		20.38%		16.07%		0%		12.61%		22.22%		15.18%		58.33%		18.09%		cd		
PO-9C		LIS Trunk, %				0%		12.50%		0%		0%		100%		0%		57.14%		0%		abcde		
PO-9D		UNE-F, POTS, %		16.67%		20.38%		16.07%		16.67%		12.61%		11.11%		15.18%		16.67%		18.09%		acde		
PO-10		LSR Accountability																						
PO-10		Product Aggregate, %		100%		99.99%		100%		100%		100%		100%		100%		100%		100%				
PO-15		Number of Due Date Changes per Order																						
PO-15		All, Avg Days		0.13		0.02		0.09		0.02		0.07		0.02		0.07		0.02		0.09		0.02		
PO-16		Timely Release Notifications																						
PO-16		All, %		100%		100%		100%		100%		100%		100%		100%		100%		100%		100%		abcde
PO-19		Stand-Alone Test Environment (SATE) Accuracy																						
PO-19		All, %		98.89%		99.11%		97.61%		98.28%		100%		100%		100%		100%		100%		100%		
PO-19A		Rel, 10.0, %		98.45%		99.48%		97.42%		98.46%		100%		100%		100%		100%		100%		100%		
PO-19A		Rel, 11.0, %				100%		98.17%		97.25%		100%		100%		100%		100%		100%		100%		a
PO-19A		Rel, 8.0, %		98.94%																				bcde
PO-19A		Rel, 9.0, %		98.94%		100%		95.77%																de
PO-19A		Rel, VICKI, %				92.31%		100%		100%		100%		100%		100%		100%		100%		100%		
PO-19B		All, %																						abde

## Federal Communications Commission

FCC 03-81

## OREGON PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	SEP 2002		OCT 2002		NOV 2002		DEC 2002		JAN 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
PO-20	Manual Service Order Accuracy												
PO-20	Resale POTS and UNE-P, POTS, %		96.88%		97.22%		95.20%		94.40%		93.98%		
PO-20	UBLs, Analog & NL 2-wire, %		94.42%		97.50%		96.47%		97.38%		96.36%		

**Metric Number:**

• = Metrics recalculated after NTF tickets are excluded. These metrics have not been audited by a third party.

**DR: Disaggregation Reporting**

D = Dispatch (both within MSAs and outside MSAs)

ND = No Dispatch

blank = State Level

**Notes:**

a = Sample size less than or equal to 10 in September 2002

b = Sample size less than or equal to 10 in October 2002

c = Sample size less than or equal to 10 in November 2002

d = Sample size less than or equal to 10 in December 2002

e = Sample size less than or equal to 10 in January 2003